



**NUMBER:** 23-004-16

**GROUP:** Body

**DATE:** February 05, 2016

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-014. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**SUBJECT:**

Tailgate Contacting Pickup Box Panel When Closing

**OVERVIEW:**

This bulletin involves adjusting the passenger side outer box flange.

**MODELS:**

2015 - 2016 (DS) Ram 1500 Pickup

**NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA and LATAM.**

**NOTE: This bulletin applies to vehicles built on or after February 14, 2015 (MDH 0214XX) and on or before October 28, 2015 (MDH 1028XX).**

**SYMPTOM/CONDITION:**

The customer may describe the tailgate making contact with the passenger side outer box panel.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

**PARTS REQUIRED:**

Part No.	Description
MATL	Paint Material Allowance — See LOP for material allowance

**REPAIR PROCEDURE:**

1. Visually inspect the passenger side of the tailgate for contact with the outer box panel as shown in (Fig. 1).



**Fig. 1 Flange Bent Inboard**

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2. Does the tailgate make contact with the passenger side outer box panel?
    - a. YES>>> Proceed to [Step #3](#).
    - b. NO>>> This bulletin does not apply, use LOP (23-00-25-90) to close the active RRT.
  3. Flatten the passenger side outer pickup box sheet metal flange to prevent contact with the tailgate.
  4. Feather sand the surface area with P500 sandpaper.
  5. Which type of basecoat will be used?
    - a. Solvent basecoat >>> proceed to [Step #6](#).
    - b. Waterborne basecoat >>> proceed to [Step #14](#).
  6. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin-Williams and Valspar) recommended process for cleaning the surface area.
  7. Is bare metal exposed?
    - a. Yes >>> proceed to [Step #8](#).
    - b. No >>> proceed to [Step #11](#).
  8. Apply DPLF Epoxy primer or equivalent and allow to flash per the paint suppliers recommendations.
  9. Apply DPS305X primer surfacer or equivalent and sand flat after it has cured with P500 sandpaper.
  10. Clean the paint surface area per the paint suppliers recommendations.
  11. Apply DAS302X sealer or equivalent.
  12. Apply DBC basecoat with DX57 hardener or equivalent.
  13. Apply DC4000 clearcoat or equivalent.
  14. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin-Williams and Valspar) recommended process for cleaning the surface area.

- 15. Is bare metal exposed?
  - a. Yes >>> proceed to [Step #16](#).
  - b. No >>> proceed to [Step #19](#).
- 16. Apply SX1071 Etch primer or equivalent and allow to flash per the paint suppliers recommendations.
- 17. Apply ECP1X primer surfacer or equivalent and sand flat after it has cured with P500 sandpaper.
- 18. Clean the paint surface area per the paint suppliers recommendations.
- 19. Apply ECS2X sealer or equivalent.
- 20. Apply EHP basecoat with T492 and T581 hardener or equivalent.
- 21. Apply DC4000 clearcoat or equivalent.

**POLICY:**

Reimbursable within the provisions of the warranty.

This repair will not require digital imaging preauthorization.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-00-25-90	Inspection Only (0 - Introduction)	12 - Body Repair	0.2 Hrs.
23-00-25-91	Inspect and Adjust Tailgate to Ram Box Outer Gap (0 - Introduction)	12 - Body Repair	0.3 Hrs.
23-70-37-90	Tailgate/Ram Box, One side - Refinish Monotone or Two Tone Color Material Allowance \$91.97 Includes Paint Prep Labor Time (0 - Introduction)	12 - Body Repair	3.1 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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